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Amcd.

continuation in part of co-pending application serial number 08/552,222 filed November 2, 1995, issued August 18, 1998 as United States patent no. 5,797,092, which was a continuation in part of copending application number 08/498,900, filed July 6, 1995, now abandoned, which was a continuation in part of application serial number 08/234,644, filed April 28, 1994, now abandoned. f1

In the Claims:

Please cancel claims 1-51 and 53-56.

Please amend claims 52 as follows:

Sub
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A2
52. (Amended) A method of providing personalized directory assistance service at a directory assistance center, [The method of claim 50 wherein the attribute value identified a language spoken by the telephone subscriber, the method further] comprising:
maintaining a first database of customer identifiers, a customer identifier being associated with a language identifier identifying a language spoken by a customer identified by the customer identifier;
maintaining a second database of destination telephone numbers;
receiving a call from a customer using a customer telephone;
identifying a customer identifier associated with the customer call;
retrieving a language identifier associated with the customer identifier from the first database;
[assigning] connecting the customer call to a directory assistance operator [which is a speaker of the language] who is capable of communicating in the language represented by the language identifier;
soliciting information from the calling customer in the language represented by the language identifier to enable the operator to search the second database for a destination telephone number of a destination telephone desired by the customer;
searching the second database; and
initiating a telephonic connection between the customer telephone and the destination telephone.

58-86

Please add new claims ~~57-85~~ as follows:

~~57~~⁵⁸. (New) The method of claim 52, wherein the customer identifier associated with the customer call comprises a telephone number.

~~58~~⁵⁹. (New) The method of claim 57, wherein the customer telephone number comprises the customer's ANI.

~~59~~⁶⁰. (New) The method of claim 57, wherein the customer identifiers in the first database comprise telephone numbers.

Rule 1.126
~~60~~⁶¹. (New) The method of claim 52, wherein the first database and second database comprise the same database.

~~61~~⁶². (New) The method of claim 52, wherein the first database comprises a subset of the second database.

~~62~~⁶³. (New) The method of claim 52, further comprising the step of obtaining the language identifier from a telephone services provider associated with the customer.

~~63~~⁶⁴. (New) The method of claim 52, further comprising the step of associating a customer identifier in the first database with a priority code.

~~64~~⁶⁵. (New) The method of claim 63, wherein one or more call queues are provided.

~~65~~⁶⁶. (New) The method of claim 64, further comprising the step of inserting a call from a customer having a customer identifier associated with a first priority code into a queue ahead of a call from a customer having a customer identifier associated with a second priority code.

~~66~~⁶⁷. (New) The method of claim 64, further comprising steps of inserting a call from a first customer having a customer identifier associated with a first priority code into

a first call queue and inserting a call from a second customer having a customer identifier associated with a second priority code into a second queue.

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~~67~~. (New) The method of claim 52, further comprising the step of providing a greeting personalized to a customer having a customer identifier number.

⁶⁹
~~68~~. (New) The method of claim 52, further comprising the step of providing a closing personalized to a customer having a customer identifier.

⁷⁰
~~69~~. (New) The method of claim 52, further comprising providing a menu of directory assistance options personalized to a customer having a customer identifier.

⁷¹
~~70~~. (New) The method of claim 52, further comprising the step of identifying a default set of directory assistance options from the customer identifier.

⁷²
~~71~~. A directory assistance system for providing personalized directory assistance services to a customer caller, comprising:

a plurality of inbound channels for receiving calls from customers having associated customer identifiers;

a plurality of outbound channels for attempting to establish connections to destination telephones;

a switch for receiving calls and customer identifiers associated with received calls;

a plurality of directory assistance service providers;

a first database of customer identifiers, a customer identifier in said database being associated with a language identifier;

a second database of destination telephone numbers;

a first server for searching said first database for a language identifier associated with a specified customer identifier;

a second server for searching said second database for a destination telephone number desired by a customer; and

a router for routing a call received at the switch to a directory assistance service provider that provides directory assistance in the language represented by the language identifier associated with the customer identifier identified from the received call.

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72. (New) The directory assistance system of claim 71, wherein a customer identifier comprises a customer telephone number.

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73. (New) The directory assistance system of claim 72, wherein the customer telephone number comprises a customer's ANI.

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74. (New) The directory assistance system of claim 71, wherein the customer identifiers in the first database comprise telephone numbers.

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75. (New) The directory assistance system of claim 71, wherein the first database and second database comprise the same database.

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76. (New) The directory assistance system of claim 71, wherein the first database comprises a subset of the second database.

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77. (New) The directory assistance system of claim 71, wherein the customer is associated with a telephone provider, and wherein the language identifier associated with each customer identifier is obtained from the telephone provider.

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78. (New) The directory assistance system of claim 71, wherein each customer identifier in the first database is further associated with a priority code.

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79. (New) The directory assistance system of claim 78, further comprising one or more call queues.

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80. (New) The directory assistance system of claim 79, wherein a call from a customer having a customer identifier associated with a first priority code is inserted into the queue ahead of a call from a customer having a customer identifier associated with a second priority code.

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81. (New) The directory assistance system of claim 78, further comprising a first call queue and a second call queue, wherein a call from a customer having a customer

identifier associated with a first priority code is inserted into the first call queue.

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~~82.~~ (New) The directory assistance system of claim ~~78~~, further comprising a voice server providing a greeting personalized to a customer having a customer identifier associated with a priority code.

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~~83.~~ (New) The directory assistance system of claim 78, further comprising a voice server providing a closing personalized to a customer having a customer identifier associated with a priority code.

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~~84.~~ (New) The directory assistance system of claim 78, further comprising a voice server providing a menu of directory assistance options personalized to a customer having a customer identifier associated with a priority code.

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~~85.~~ (New) The directory assistance system of claim ~~78~~, wherein the priority code associated with a customer identifier identifies a default set of directory assistance options.